

**Third Party Administrator – Performance Report  
January 2011**

Agenda Item 8.c.  
02/16/2011 Meeting

<b>Medical and Pharmacy Claims Processing</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
"Clean" claims processed within 10 business days.	90%	98.8%	2,018 of 2,043 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	2,043 of 2,043 total claims
Financial accuracy of claims paid.	99%	100%	\$614,758.54 of \$614,758.54 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	273 of 273 claims audited
Procedural accuracy rate for processing of claims.	97%	100%	273 of 273 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	2 disputed claims
Disputed claims resolved within 60 calendar days	100%	100%	2 disputed claims

<b>Subscriber Health Care Service Appeals</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	2 appeals, 2 complaints
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

<b>Customer Service - Subscribers</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Calls answered within 30 seconds.	85%	81.95%	892 of 1,089 calls answered within 30 seconds; average of 27 seconds
Subscriber issues resolved within the same business day.	90%	93.6%	686 of 733 issues
Maximum call abandonment rate.	5%	1.5%	16 of 1,089 calls
Maximum line busy rate.	3%	0%	0 busy out of 1,442
Voicemails answered within two business days.	90%	100%	2 of 2 voicemail
Subscriber complaints resolved within 30 calendar days.	95%	100%	2 complaints

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<b>Provider Technical Support</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Calls answered within 30 seconds.	85%	84.34%	752 of 892 calls answered within 30 seconds; average of 23 seconds
Provider issues resolved within the same business day.	90%	98.7%	849 of 860 issue calls
Maximum call abandonment rate.	5%	1.7%	10 of 892 calls
Maximum line busy rate.	3%	0%	0 of 1,159 calls
Voicemails answered within two business days.	90%	100%	3 of 3 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 provider appeals

<b>Subscriber Material Production and Distribution</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	296 of 296 ID cards; average of 1.52 days
ID card accuracy.	100%	100%	296 of 296 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	296 of 296 packets; average of 1.52 days

<b>Independent External Review (IER)</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	N/A	0 requests

<b>Administrative Hearings</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests